

CONTINUOUS QUALITY IMPROVEMENT PROGRAM (New October 2015)

7231

PURPOSE

7231.1

(New October 2015)

This policy section outlines the Continuous Quality Improvement (CQI) Program and the various roles and responsibilities of Emergency Medical Services (EMS) personnel.

The California Department of Forestry and Fire Protection (CAL FIRE) EMS CQI Program is a means of evaluation that focuses on improvement efforts to identify problems, reduce or eliminate identified problems, and correct the process in order to maintain a high quality delivery of prehospital patient care. The EMS Program shall develop and maintain a CQI Program.

Providing continuous quality improvement to prehospital patient care supports the Department's mission to serve and safeguard the people of California.

Emergency Medical Services Authority Guidelines

The Emergency Medical Services Authority (EMSA) has published guidelines for EMS services providers. These guidelines will assist EMS professionals with organizational structure, data collection and reporting, evaluation of EMS indicators, methods for improvement and training and education.

All EMS service providers, including CAL FIRE, should implement and maintain a Quality Improvement Technical Advisory Group (TAG). This group should include the Medical Director or EMS Program Manager, CQI Program Coordinator, EMTs and other CAL FIRE EMS personnel. The TAG helps ensure implementation of CQI policies and practices, monitors and evaluates data and provides internal reviews of EMS practices and protocols.

AUTHORITY

7231.2

(New October 2015)

- California Health and Safety Code, Division 2.5
- California Code of Regulations, Title 22, Division 9
- EMS Quality Improvement Program Model Guidelines, EMSA #166

RELATED POLICIES

7231.3

(New October 2015)

- 8500 CAL FIRE Cooperative Fire Services Handbook

RESPONSIBILITIES

(New October 2015)

7231.4

Unit/Program EMS Coordinator

- Ensures Unit/Program is complying with CQI Program requirements
- Ensures prehospital patient care reports are completed
- Ensures Unit/Program documentation is complete and accurate
- Maintains CQI documentation
- Coordinates with Program regarding CQI reviews, reports and audits

Unit Chief/Program Manager

- Designates Unit/Program CQI Coordinator
- Ensures Unit/Program is complying with CQI Program requirements
- Ensures prehospital patient care reports are completed

EMS Clinical Coordinator

- Maintains an Paramedic licensure or higher level of training
- Coordinates CQI Program
- Ensures CQI is in accordance with the EMS Quality Improvement Program Model Guidelines
- Coordinates with the Local Emergency Medical Services Agency (LEMSA) Medical Director for system clinical issues
- Provides the EMSA with annual CQI updates
- Reviews all Patient Care Reports
- Coordinates with Units/Programs with CQI issues

EMS Program Staff

- Develops a CQI plan, when an improvement is identified, that includes a recommended performance improvement plan model
- Develops and implements prehospital patient care reports as required by regulation
- Acts as CQI Data Specialist as directed by EMS Program Manager

EMS Physician

- Reviews concerns relevant to CAL FIRE prehospital care as directed
- Assists with the development of a statewide electronic data collection system that is California EMS Information System (CEMSIS) and CAL FIRE compliant as directed
- Participates, as directed, in the TAG

EMS Program Manager

- Reviews concerns relevant to CAL FIRE prehospital care (e.g. Patient Care Reports, CQI) with EMS Medical Director and EMS Clinical Coordinator
- Provides oversight of CAL FIRE CQI Technical Advisory Group
- Designates EMS Program staff for CQI Data Specialist

EMS Chief

- Provides oversight in matters relevant to CAL FIRE prehospital care as needed

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